



# Massillon Public Library

Established 1899

Received & Inspected

NOV 03 2008

FCC Mail Room

October 20, 2008

Letter of Appeal  
Schools and Libraries Division – Correspondence Unit  
100 S. Jefferson Road  
P.O. Box 902  
Whippany, NJ 07981

Billed Entity Number: 129668  
Billed Entity Name: Massillon Public Library

RE: Invoice Number 928231 "Appeal"

To Whom It May Concern:

On August 21, 2007, the Massillon Public Library received a Funding Commitment Decision Letter (FCDL) for funding year 07/01/2007 – 6/30/2008, indicating a reimbursement amount of \$1,562.40 to SPIN 143000677, Verizon Wireless, had been approved.

On August 15, 2008, Greta Miller-Udoh, my Administrative Assistant, received an email from Sonja Redway requesting copies of bills from the service provider for invoice 511651850, SLD invoice 928231, FRN 152516. Since this is only her second year of submitting BEAR forms after receiving an FCDL, this email confused her. She did not know why this information was being requested for something that had already been approved. She telephoned Mr. Redway and got a voice mail box. She left a message and emailed him inquiring about his request. He did return her call after a few days. They corresponded several times over the telephone and via email (those emails are attached for your consideration). Greta indicated that her communications with Mr. Redway were vague, and she said she did not get the sense that he was interested in helping her understand the nature of the problem. At one point, she said she asked Mr. Redway exactly which year's bills he wanted her to send so she would be sure to send what he was requesting. She said she asked him if he specifically wanted her to send all of the bills for 2007, and he said yes! She told him she would try to fax them to him. When she was not able to do this because our fax machine could not accommodate such a large stack, she sent the documents, at great expense to the library, via UPS.

On October 3, 2008 we received a BEAR Notification letter indicating that the amount requested on Invoice Number 928231 was reduced from \$1,562.40 to \$796.30. Since there was no discernable explanation in this letter as to why the amount was reduced, Greta called USAC on October 7, 2008, and spoke with Jamie. She assigned Greta a case# of 21-790644. Jamie told her the reason the amount had been reduced was because the amount we requested on form 471 was not supported by the bills sent to Mr. Redway.

[www.massillonlibrary.org](http://www.massillonlibrary.org)

208 Lincoln Way East • Massillon, Ohio 44646-8416

Main 330.832.9831 • Children's Room 330.832.5037 • Fax 330.830.2182 • Brewster 330.767.9939 • Barry Askren Memorial 330.879.2113

October 20, 2008

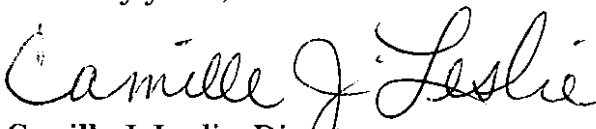
I am, therefore, requesting an appeal for the following reasons:

1. To the best of our knowledge we sent the documents Mr. Redway requested.
2. Greta, my assistant, called and emailed Mr. Redway on numerous occasions to try and get clarification of exactly what was needed.
3. We have used this vendor for many years and have paid all of the Vendor's bills promptly to date.
4. The amount for which we originally requested reimbursement was based on a bill from the previous (calendar or fiscal, or does that matter?) year as that is what we had available at the time we submitted Form 471.
5. We are happy to send copies of any specific invoices or documentation requested.
6. We were approved for \$1,562.40 on FCDL of August 21, 2007. We hope by this appeal to receive that amount in full.

If you need invoices for previous years or any other documents, please do not hesitate to let me know.

Thank you for your consideration of this appeal.

Sincerely yours,



Camille J. Leslie, Director  
Massillon Public Library  
330.832.9831, ext. 314  
[leslieca@massillonlibrary.org](mailto:leslieca@massillonlibrary.org)

CJL/gmu

cc: FCC

Enclosures



**FUNDING COMMITMENT DECISION LETTER**  
(Funding Year 2007: 07/01/2007 - 06/30/2008)

August 21, 2007

Greta Miller-Udoh  
MASSILLON PUBLIC LIBRARY  
208 LINCOLN WAY E  
MASSILLON, OH 44646-8416

Re: Form 471 Application Number: 554018  
Billed Entity Number (BEN): 129668  
Billed Entity FCC RN: 0000000000  
Applicant's Form Identifier: 2007

Thank you for your Funding Year 2007 application for Universal Service Support and for any assistance you provided throughout our review. The current status of the funding request(s) in the Form 471 application cited above and featured in the Funding Commitment Report(s) (Report) at the end of this letter is as follows.

- The amount, \$8,582.40 is "Approved."

Please refer to the Report on the page following this letter for specific funding request decisions and explanations. The Universal Service Administrative Company (USAC) is also sending this information to your service provider(s) so preparations can begin for implementing your approved discount(s) after you file FCC Form 486, Receipt of Service Confirmation Form. A guide that provides a definition for each line of the Report is available in the Reference Area of our website.

**NEXT STEPS**

- Work with your service provider to determine if you will receive discounted bills or if you will request reimbursement from USAC after paying your bills in full
- Review technology planning approval requirements
- Review CIPA requirements
- File Form 486
- Invoice USAC using the Form 474 (service provider) or Form 472 (Billed Entity) - as products and services are being delivered and billed

**TO APPEAL THIS DECISION:**

If you wish to appeal a decision in this letter, your appeal must be received by USAC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and (if available) email address for the person who can most readily discuss this appeal with us.
2. State outright that your letter is an appeal. Include the following to identify the letter and the decision you are appealing:
  - Appellant name,
  - Applicant name and service provider name, if different from appellant,
  - Applicant BEN and Service Provider Identification Number (SPIN),
  - Form 471 Application Number 554018 as assigned by USAC,
  - "Funding Commitment Decision Letter for Funding Year 2007," AND
  - The exact text or the decision that you are appealing.
3. Please keep your letter to the point, and provide documentation to support your appeal. Be sure to keep a copy of your entire appeal, including any correspondence

and documentation.

4. If you are the applicant, please provide a copy of your appeal to the service provider(s) affected by USAC's decision. If you are the service provider, please provide a copy of your appeal to the applicant(s) affected by USAC's decision.
5. Provide an authorized signature on your letter of appeal.

To submit your appeal to USAC by email, email your appeal to [appeals@sl.universalservice.org](mailto:appeals@sl.universalservice.org). USAC will automatically reply to incoming emails to confirm receipt.

To submit your appeal to USAC by fax, fax your appeal to (973) 599-6542.

To submit your appeal to USAC on paper, send your appeal to:

Letter of Appeal  
Schools and Libraries Division - Correspondence Unit  
100 South Jefferson Road  
P.O. Box 902  
Whippany, New Jersey 07981

You have the option of filing an appeal with the SLD or directly with the Federal Communications Commission (FCC). You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received by the FCC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. We strongly recommend that you use the electronic filing options described in the "Appeals Procedure" posted in the Reference Area of our website. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554.

#### NOTICE ON RULES AND FUNDS AVAILABILITY

Applicants' receipt of funding commitments is contingent on their compliance with all statutory, regulatory, and procedural requirements of the Schools and Libraries Program. Applicants who have received funding commitments continue to be subject to audits and other reviews that USAC and/or the FCC may undertake periodically to assure that funds that have been committed are being used in accordance with all such requirements. USAC may be required to reduce or cancel funding commitments that were not issued in accordance with such requirements, whether due to action or inaction, including but not limited to that by USAC, the applicant, or the service provider. USAC, and other appropriate authorities (including but not limited to the FCC), may pursue enforcement actions and other means of recourse to collect improperly disbursed funds. The timing of payment of invoices may also be affected by the availability of funds based on the amount of funds collected from contributing telecommunications companies.

Schools and Libraries Division  
Universal Service Administrative Company

FUNDING COMMITMENT REPORT  
Billed Entity Name: MASSILLON PUBLIC LIBRARY  
BEN: 129668  
Funding Year: 2007

Comment on RAL corrections: The applicant did not submit any RAL corrections.

Form 471 Application Number: 554018  
Funding Request Number: 1528483  
Funding Status: Funded  
Category of Service: Telecommunications Service  
Form 470 Application Number: 125520000596693  
SPIN: 143001236  
Service Provider Name: First Communications, LLC  
Contract Number: MTM  
Billing Account Number: 801116  
Multiple Billing Account Numbers: N  
Service Start Date: 07/01/2007  
Service End Date: 06/30/2008  
Contract Award Date: N/A  
Contract Expiration Date: N/A  
Site Identifier: 129668  
Number of Months Recurring Service Provided in Funding Year: 12  
Annual Pre-discount Amount for Eligible Recurring Charges: \$2,124.00  
Annual Pre-discount Amount for Eligible Non-recurring Charges: \$.00  
Pre-discount Amount: \$2,124.00  
Discount Percentage Approved by the USAC: 60%  
Funding Commitment Decision: \$1,274.40 - FRN approved as submitted

FCDL Date: 08/21/2007

Wave Number: 016

Last Allowable Date for Delivery and Installation for Non-Recurring Services: 09/30/2008

*See  
form  
✓  
Submitted  
7/3/08*

FUNDING COMMITMENT REPORT  
Billed Entity Name: MASSILLON PUBLIC LIBRARY  
BEN: 129668  
Funding Year: 2007

Comment on RAL corrections: The applicant did not submit any RAL corrections.

Form 471 Application Number: 554018  
Funding Request Number: 1528516  
Funding Status: Funded  
Category of Service: Telecommunications Service  
Form 470 Application Number: 125520000596693  
SPIN: 143000677  
Service Provider Name: Verizon Wireless  
Contract Number: MTM  
Billing Account Number: 511651850  
Multiple Billing Account Numbers: N  
Service Start Date: 07/01/2007  
Service End Date: 06/30/2008  
Contract Award Date: N/A  
Contract Expiration Date: N/A  
Site Identifier: 129668  
Number of Months Recurring Service Provided in Funding Year: 12  
Annual Pre-discount Amount for Eligible Recurring Charges: \$2,604.00  
Annual Pre-discount Amount for Eligible Non-recurring Charges: \$.00  
Pre-discount Amount: \$2,604.00  
Discount Percentage Approved by the USAC: 60%  
Funding Commitment Decision: \$1,562.40 - FRN approved as submitted

ECDL Date: 08/21/2007

Wave Number: 016

Last Allowable Date for Delivery and Installation for Non-Recurring Services: 09/30/2008

*used  
not  
certify*

FUNDING COMMITMENT REPORT  
Billed Entity Name: MASSILLON PUBLIC LIBRARY  
BEN: 129668  
Funding Year: 2007

Comment on RAL corrections: The applicant did not submit any RAL corrections.

Form 471 Application Number: 554018  
Funding Request Number: 1528550  
Funding Status: Not Funded  
Category of Service: Telecommunications Service  
Form 470 Application Number: 125520000596693  
SPIN: 143003033  
Service Provider Name: Metrocall, Inc.  
Contract Number: MTM  
Billing Account Number: 2700675-8  
Multiple Billing Account Numbers: N  
Service Start Date: 07/01/2007  
Service End Date: 06/30/2008  
Contract Award Date: N/A  
Contract Expiration Date: N/A  
Site Identifier: 129668  
Number of Months Recurring Service Provided in Funding Year: 12  
Annual Pre-discount Amount for Eligible Recurring Charges: \$1,584.00  
Annual Pre-discount Amount for Eligible Non-recurring Charges: \$.00  
Pre-discount Amount: \$1,584.00  
Discount Percentage Approved by the USAC: 60%  
Funding Commitment Decision: \$0.00 - CANCELED due to RAL request.  
Funding Commitment Decision Explanation: CRI: FRN canceled in accordance with a RAL request.

FCDL Date: 08/21/2007

Wave Number: 016

Last Allowable Date for Delivery and Installation for Non-Recurring Services: 09/30/2008

FUNDING COMMITMENT REPORT  
Billed Entity Name: MASSILLON PUBLIC LIBRARY  
BEN: 129668  
Funding Year: 2007

Comment on RAL corrections: The applicant did not submit any RAL corrections.

Form 471 Application Number: 554018  
Funding Request Number: 1568273  
Funding Status: Funded  
Category of Service: Telecommunications Service  
Form 470 Application Number: 125520000596693  
SPIN: 143001688  
Service Provider Name: The Ohio Bell Telephone Company  
Contract Number: 20070125-0213  
Billing Account Number: 330832-98317503  
Multiple Billing Account Numbers: N  
Service Start Date: 07/01/2007  
Service End Date: N/A  
Contract Award Date: 01/25/2007  
Contract Expiration Date: 01/25/2010  
Site Identifier: 129668  
Number of Months Recurring Service Provided in Funding Year: 12  
Annual Pre-discount Amount for Eligible Recurring Charges: \$9,576.00  
Annual Pre-discount Amount for Eligible Non-recurring Charges: \$.00  
Pre-discount Amount: \$9,576.00  
Discount Percentage Approved by the USAC: 60%  
Funding Commitment Decision: \$5,745.60 - FRN approved as submitted

FCDL Date: 08/21/2007

Wave Number: 016

Last Allowable Date for Delivery and Installation for Non-Recurring Services: 09/30/2008





Schools and Libraries Division

**Form 472 (BEAR) Notification Letter**

October 3, 2008

Viola Baboola  
Verizon Wireless  
180 Washington Valley Road  
Bedminster, NJ 07921

Re: Invoice Number - as assigned by USAC: 928231  
Service Provider Identification Number: 143000677  
Reimbursement Form Number: 511651850  
Billed Entity Number: 129668

Greta Miller-Udoh  
MASSILLON PUBLIC LIBRARY  
208 LINCOLN WAY E  
MASSILLON, OH 44646

Preferred Mode of Contact: E-mail at [millergr@massillonlibrary.org](mailto:millergr@massillonlibrary.org)  
Total Amount of Reimbursement Approved for Payment: \$796.30

This letter is your notification that the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has processed an FCC Form 472, "Billed Entity Applicant Reimbursement (BEAR)" Form from the above named applicant listing you as the service provider. USAC has committed to reimburse the discounted portion of the cost of eligible services provided to eligible entities pursuant to one or more FCC Forms 471, "Description of Services Ordered and Certification Form".

In certain instances, a line may not have been paid. Review the BEAR Letter Applicant Reimbursement Report (Report) following this letter for the reason(s) this may have occurred. For more information about lines that have not been paid, see the explanation of Invoice Error Codes in Step 9 on our website. Work with the applicant (your customer) to correct any errors. Once corrected, your customer may submit a new BEAR to request reimbursement for any unpaid lines.

We recommend using the BEAR Online tool from the Apply Online area or Required Forms section of our website for additional submissions. If a new BEAR cannot be submitted before the invoice deadline passes, you or your customer may submit a request for a deadline extension. (See "Invoice Deadlines and Extension Requests" posted in the SLD section of our website for more information.)

Pursuant to the Federal Communication Commission's (FCC) Second Report and Order and Further Notice of Proposed Rulemaking (FCC 03-101, released April 29, 2003), you must remit the amount shown as "Total Amount of Reimbursement Approved for Payment" above to your customer no later than 20 days after receipt of payment of the approved discounts from USAC. You also agreed not to tender or make use of the payment of the approved discounts issued by USAC to you prior to remitting the discount to your customer (See BEAR Form, Block 4, Service Provider Acknowledgment).

The USAC check should be mailed to the service provider named above within 20 days of the date of this letter.

BEAR NOTIFICATION LETTER APPLICANT REIMBURSEMENT REPORT

Form 471 Application Number: 554018

Funding Request Number: 1528516

Funding Year 2007: 07/01/2007 - 06/30/2008

Contract Number: MTM

Funding Commitment Decision: \$1562.40

Reimbursement Amount for this FRN: \$796.30

Reimbursement Request Decision Explanation:

Amount Requested Not Supported by Bill(s);

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**Greta Miller-Udoh**

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**From:** Redway, Sonja [SREDWAY@sl.universalservice.org] **Sent:** Thu 8/28/2008 9:47 AM  
**To:** Greta Miller-Udoh  
**Cc:**  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516\_extension  
**Attachments:**

Greta,

This is confirmation that I did receive your documents.

Thank you,

Sonja' Redway

Initial Reviewer - Invoicing Department

Schools and Libraries Division

P.O. Box 902 ·100 South Jefferson Road Whippany, NJ 07981

Phone: 973-581-5307

Fax: 973-599-6539

[sredway@sl.universalservice.org](mailto:sredway@sl.universalservice.org)

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**From:** Greta Miller-Udoh [mailto:millerg@massillonlibrary.org]  
**Sent:** Thursday, August 28, 2008 9:48 AM  
**To:** Redway, Sonja  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516\_extension  
**Importance:** High

Mr. Redway:

Did you receive the materials I sent via UPS last Friday? Thank you.

Greta

--

*Greta A. Miller-Udoh*

*Administrative Clerical Assistant*

*Massillon Public Library*

*208 Lincoln Way East*

*Massillon, Ohio 44646*

*330.832.9831, ext. 316*

*millerg@massillonlibrary.org*

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**From:** Redway, Sonja [mailto:SREDWAY@sl.universalservice.org]  
**Sent:** Fri 8/22/2008 10:30 AM  
**To:** Greta Miller-Udoh  
**Cc:** Camille Leslie; Marcy Holm  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516\_extension

Ms. Udoh,

No, we do not.

Thank you,

Sonja' Redway

Initial Reviewer - Invoicing Department

Schools and Libraries Division

P.O. Box 902 · 100 South Jefferson Road Whippany, NJ 07981

Phone: 973-581-5307

Fax: 973-599-6539

[sredway@sl.universalservice.org](mailto:sredway@sl.universalservice.org)

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**From:** Greta Miller-Udoh [mailto:millerg@massillonlibrary.org]

**Sent:** Friday, August 22, 2008 10:19 AM

**To:** Redway, Sonja

**Cc:** Camille Leslie; Marcy Holm

**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516\_extension

**Importance:** High

**Mr. Redway,**

**I sent the invoices to your attention via UPS this morning 8/22/08. They are due to arrive at 100 South Jefferson Road, Whippany, NJ 07981 by 3:00 p.m. on Monday, 8/25/08. Please email me when you receive these documents. Thank you.**

**The cost for shipping the documents was \$42.77. I was wondering if USAC would reimburse the library for this amount? If I can be of further assistance, please do not hesitate to contact me.**

**Sincerely,**

*Greta A. Miller-Udoh*

*Administrative Clerical Assistant*

*Massillon Public Library*

*208 Lincoln Way East*

*Massillon, Ohio 44646*

*330.832.9831, ext. 316*

*millergr@massillonlibrary.org*

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**From:** Redway, Sonja [mailto:SREDWAY@sl.universalservice.org]  
**Sent:** Thu 8/21/2008 10:33 AM  
**To:** Greta Miller-Udoh  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516\_extension

Ms. Udoh,

Below is the mailing address where you can send your documents:

Thank you,

Sonja' Redway

Initial Reviewer - Invoicing Department

Schools and Libraries Division

P.O. Box 902 -100 South Jefferson Road Whippany, NJ 07981

Phone: 973-581-5307

Fax: 973-599-6539

[sredway@sl.universalservice.org](mailto:sredway@sl.universalservice.org)

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**From:** Greta Miller-Udoh [mailto:millergr@massillonlibrary.org]

**Sent:** Wednesday, August 20, 2008 4:03 PM  
**To:** Redway, Sonja  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516\_extension  
**Importance:** High

Mr. Redway:

I tried several times to fax the information you requested today but my fax machine could not accommodate a document of 108 pages in its memory. I can send them via overnight mail if you tell me the exact address. Thank you.

Greta

--

*Greta A. Miller-Udoh*  
*Administrative Clerical Assistant*  
*Massillon Public Library*  
*208 Lincoln Way East*  
*Massillon, Ohio 44646*  
*330.832.9831, ext. 316*  
*millerg@massillonlibrary.org*

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**From:** Redway, Sonja [mailto:SREDWAY@sl.universalservice.org]  
**Sent:** Wed 8/20/2008 10:12 AM  
**To:** Greta Miller-Udoh  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516\_extension

Ms. Miller-Udoh,

Your request for an extension has been granted; however, please note that no additional time will be given after the end of this extension period.

Please provide the required information to me as soon as possible within the next 9 calendar days (by **End of Day** Friday, 8/29/08). Failure to do so may result in a rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 9 day period.

Thank you for your cooperation and continued support of the Universal Service Program.

Sonja' Redway

Initial Reviewer - Invoicing Department

Schools and Libraries Division

P.O. Box 902 ·100 South Jefferson Road Whippany, NJ 07981

Phone: 973-581-5307

Fax: 973-599-6539

[sredway@sl.universalservice.org](mailto:sredway@sl.universalservice.org)

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**From:** Greta Miller-Udoh [mailto:millerg@massillonlibrary.org]  
**Sent:** Tuesday, August 19, 2008 4:39 PM  
**To:** Redway, Sonja  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516  
**Importance:** High

Ms. Redway,

I have forwarded this email to the Business Office and asked our Fiscal Officer to



please give me all of the bills for Verizon Wireless for 2006 and 2007. As soon as she does this, I will fax them **all** to you at 973.599.6539. Unfortunately, I will be out of the office again on Thursday attending a workshop. If she gives me the documents on Friday, I will fax them immediately. If she is not able to gather all of these invoices, could we please have an extension of time since I have not been available to receive your emails before this week. As I mentioned in an earlier email, I am not in the office today and am checking my email messages from another location. Tomorrow, I will be at work, however, I don't know how long the Fiscal Officer will need to obtain the requested information. Thank you for your assistance with this matter.

Sincerely,

Greta

--

*Greta A. Miller-Udoh*

*Administrative Clerical Assistant*

*Massillon Public Library*

*208 Lincoln Way East*

*Massillon, Ohio 44646*

*330.832.9831, ext. 316*

*millerga@massillonlibrary.org*

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**From:** Redway, Sonja [mailto:SREDWAY@sl.universalservice.org]  
**Sent:** Tue 8/19/2008 11:53 AM  
**To:** Greta Miller-Udoh  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516

Ms. Miller,

I need you to provide **all** detailed bills you received from the service provider for the products/services requested on this invoice (for the funding year you are requesting reimbursement).

Thank you,

Sonja' Redway

Initial Reviewer - Invoicing Department

Schools and Libraries Division

P.O. Box 902 · 100 South Jefferson Road Whippany, NJ 07981

Phone: 973-581-5307

Fax: 973-599-6539

[sredway@sl.universalservice.org](mailto:sredway@sl.universalservice.org)

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**From:** Greta Miller-Udoh [mailto:millerg@massillonlibrary.org]  
**Sent:** Monday, August 18, 2008 1:21 PM  
**To:** PIAInvoicing  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516

Sonja:

Thank you for your email. I was not in the office on Friday and just received this email. I am somewhat confused by this since I applied last year for erate funding and did not have to send the information you are requesting. I have left you a voice mail message. Would you please call me to explain all of this because I am very much confused. Thank you.

Sincerely,

Greta

--

*Greta A. Miller-Udoh*

*Administrative Clerical Assistant*

*Massillon Public Library*

*208 Lincoln Way East*

*Massillon, Ohio 44646*

*330.832.9831, ext. 316*

*millerg@massillonlibrary.org*

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**From:** PIAInvoicing [mailto:PIAInvoicing@solixinc.com]  
**Sent:** Fri 8/15/2008 5:28 PM  
**To:** Greta Miller-Udoh@1330-830-2182  
**Cc:** Greta Miller-Udoh  
**Subject:** invoice 511651850, SLD invoice 928231, FRN 1528516

Applicant Name: MASSILLON PUBLIC LIBRARY

Service Provider (SP) Name: Verizon Wireless

Submitter Invoice Number: 511651850

SLD Invoice Number: 928231

Funding Request Number (FRN): 1528516

I am reviewing your request for reimbursement of the aforementioned FRN. Please send me a copy of the detailed bills you received from the service provider for the products/services requested on this invoice.

Please provide the page(s) that indicate the following:

- Bill Date
- Service Provider Name
- Total Current Charge
- Bill-To Entity ( Name & Address )
- Description of Products / Services Delivered (note that Call Detail is NOT required).

Some charges do not sufficiently describe the products/services delivered. If the bill indicates such items, please also provide the additional page(s) that indicate the detailed breakdown of those charges: E.g. see attachment above:

- Charges ( Additional / Miscellaneous / Other )
- Fees ( Government / Regulatory / Taxes / Surcharges )
- Credits
- Enhanced Services
- Adjustments
- Optional Features
- Other Providers

**Please note:** if this request for reimbursement is comprised of **more than 20 bills per FRN**, please submit a worksheet that identifies the requested amount per bill (by month and account number, where applicable). The worksheet must clearly substantiate the SPI/BEAR line reimbursement request and identify all the ineligible. Upon receipt of the worksheet by the SLD, you will be required to (a) provide either all the bills or a sampling of bills (selected by SLD) to verify the worksheet, and (b) certify the accuracy of the worksheet.

Please provide this information to me as soon as possible within the next 7 calendar days (by **End of Day Friday, 8/22/08**). Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period.

Thank you for your cooperation and continued support of the Universal Service Program

Sonja' Redway

Initial Reviewer - Invoicing Department

Schools and Libraries Division

P.O. Box 902 · 100 South Jefferson Road Whippany, NJ 07981

Phone: 973-581-5307

Fax: 973-599-6539

[sredway@sl.universalservice.org](mailto:sredway@sl.universalservice.org)

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**Confidentiality Notice:** The information in this e-mail and any attachments thereto is intended for the named recipient(s) only. This e-mail, including any attachments, may contain information that is privileged and confidential and subject to legal restrictions and penalties regarding its unauthorized disclosure or other use. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action or inaction in reliance on the contents of this e-mail and any of its attachments is **STRICTLY PROHIBITED**. If you have received this e-mail in error, please immediately notify the sender via return e-mail; delete this e-mail and all attachments from your e-mail system and your computer system and network; and destroy any paper copies you may have in your possession. Thank you for your cooperation.

**From:** Greta Miller-Udoh  
**Sent:** Tue 8/19/2008 3:17 PM  
**To:** Redway, Sonja  
**Cc:** Marcy Holm  
**Subject:** RE: invoice 511651850, SLD invoice 928231, FRN 1528516

Ms. Redway:

I am not at work today, however, I will forward this to our Business Office. The Verizon invoice I emailed to you yesterday is the only invoice I have for them as this was all that was supplied to me by the Business Office. If I understand you correctly, do you want all of the invoices for the funding year? That would be all the bills from which year? 2006 or 2007? Thank you.

Greta

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*Greta A. Miller-Udoh  
Administrative Clerical Assistant  
Massillon Public Library  
208 Lincoln Way East  
Massillon, Ohio 44646  
330.832.9831, ext. 316  
millergr@massillonlibrary.org*

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**From:** Redway, Sonja [mailto:SREDWAY@sl.universalservice.org]  
**Sent:** Tue 8/19/2008 11:53 AM  
**To:** Greta Miller-Udoh

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<https://ms1/exchange/holmma/Inbox/FW:%20invoice%20511651850,%20SLD%20invoic...> 8/20/2008

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                                TRANSACTION REPORT                    *
                                                                 OCT-21-2008 TUE 10:44 AM *
                                                                 *
DATE  START  RECEIVER          TX TIME  PAGES TYPE      NOTE      M#  DP *
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OCT-21 10:37 AM 719735996542      6'06"    24  SEND      OK      662 *
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                                TOTAL :      6M 6S  PAGES: 24 *
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Massillon Public Library  
Established 1899

## FAX TRANSMISSION FORM

TO: Letter of Appeal

LOCATION: 1-973-599-6542

FROM: Camille J. Leslie, Director, Massillon Public Library

Billed Entity Number: 129668

Billed Entity Name: Massillon Public Library

Library Telephone Number: 330 832 9831 ext 314